

ACSI Scores for U.S. Federal Government

FEDERAL AGENCIES (Categorized by service/product delivered to chosen customer segments)

ACSI INDICES (0-100 scale)

ID	AGENCY/DEPARTMENT	CUSTOMER SEGMENT	ACSI		Chg
			1999	2000	
	Federal Government (Aggregated)		68.6	68.6	0.0
	Services Through Local and State		80	78	-2
ACF	Administration for Families & Children, HHS	Parents of Head Start students	87	83	-4
FNS	Food and Nutrition Service, Agriculture	WIC Program recipients	83	83	0
HUD	Department of Housing & Urban Development	Community Development Block Grant recipients	69	68	-1
	Earned Benefits		77	77	0
SSA	Social Security Administration	Recent retirement benefits recipients	82	84	+2
VHA	Veterans Health Administration, VA	Outpatients at VHA clinics	79	78	-1
HCFA	Health Care Financing Administration, HHS	Recent Medicare beneficiaries	71	74	+3
OPM	Office of Personnel Management	Federal retirees and annuitants	75	73	-2
VBA	Veterans Benefits Administration, VA	Veteran compensation/ benefit claimants	61	58	-3
	Public Information		75	76	+1
NASA	National Aeronautics & Space Administration	Educators participating recently in NASA Center programs	80	86	+6
Ed-Pubs	Education Publications, Education	Primary users of education publications	80	79	-1
GSA	General Services Administration	Users of the Federal Consumer Information Center	77	79	+2
EPA	Environmental Protection Agency	Reference librarians accessing EPA website	69	68	-1
BOC	Bureau of the Census, Commerce	Data distributors in depository libraries, state and local agencies	70	67	-3
	Applicants and Users		71	73	+2
Mint	U.S. Mint, Treasury	Buyers of numismatic & commemorative coins	86	84	-2
FEMA	Federal Emergency Management Agency	Disaster assistance recipients, 1997-8	73	73	0
SFA	Student Financial Assistance, Education	Electronic applicants for Title IV aid	63	70	+7
PTO	Patent & Trademark Office, Commerce	Recent individual patent & trademark recipients	57	59	+2
NSF	National Science Foundation	Grant applicants, 1998	57	58	+1
	Recreational Land Users		72	72	0
NPS	National Park Service, Interior	Recreational visitors	73	73	0
Forest	Forest Service, Agriculture	Recreational visitors	70	68	-2
BLM	Bureau of Land Management, Interior	Recreational visitors	64	62	-2
	International Travelers		68	71	+3
APHIS	Animal & Plant Inspection Service	International travelers who went through APHIS inspection at an airport	74	76	+2
Con-sular	Consular Affairs/State	Recent passport applicants/renewals	73	76	+3
INS	Immigration & Naturalization Service/Justice	International air travelers	69	71	+2
Cus-toms	Customs Service/Treasury	International air travelers	66	70	+4
	Household Consumers		63	66	+3
FDA	Food & Drug Administration, HHS	Principal grocery shoppers & food preparers	66	68	+2
FSIS	Food Safety & Inspection Service, Agriculture	Principal grocery shoppers & food	62	65	+3

		preparers			
	Tax Filers		57	56	-1
IRS	Internal Revenue Service, Treasury	Electronic tax filers	74	75	+1
IRS	Internal Revenue Service, Treasury	Filers on paper forms (2000)	NM	48	--
IRS	Internal Revenue Service, Treasury	All tax filers (1999)	51	NM	--
	Regulatory Users		55	55	0
FAA	Federal Aviation Administration, Transportation	Commercial pilots	58	56	-2
OSHA	Occupational Safety & Health Administration, Labor	Safety engineers and industrial hygienists	51	54	+3
NM=Not Measured					
Source: National Quality Research Center, University of Michigan Business School					